



## Commissioner Tools - Weekly Status

March 6, 2015

### Resolved Issues

- Commissioners were able to add a simple or detailed contact at the council or district level. Now, adding contacts has been restricted to the unit level as it should be.
- Improvements were made in the initial phase of the report optimization project to fix the report time out issue. Service area and district level reports are now working!
- Lapsed units (within 60 days) are now added to the expired units report.

### Open Issues *(Statuses will be provided in a subsequent release)*

- Progress is continuing and remains a high priority to resolve report time out issues for large councils.
- Currently, the highest level commissioner position displays on the Commissioner Profile tab. The ability to display multiple positions has been added to our enhancement list for future implementation.
- Positions are not displaying correctly on member's My Profile screen in My Dashboard. A solution is currently being tested to resolve this issue.
- Dashboard figures are not matching current reports or contacts entered on a day-to-day basis as the dashboard is updated monthly. A weekly update will be run until a nightly process can be implemented.
- Unit Key 3 will soon need to login to my.Scouting when completing a Unit Assessment. Wording in the Unit Assessment Key 3 e-mail generated for a Schedule contact will be updated to include details regarding this change.
- My.Scouting functionality is still not supported on iPad tablets. An upgrade is in progress to the base functionality which will allow tools to work on iPads. (For those anxious to use with an iPad, a Photon Flash Player application is available from iTunes that allows my.Scouting Tools to work on the iPad. You **must** click the "Lightning Bolt" button in the toolbar to enter streaming mode to view Flash content. **NOTE: Photon Flash Player is not a BSA supported application.**)
- Most commissioner leader positions who completed a position-trained course prior to 2013 are not reflected as position trained on my.Scouting Tools. An enhancement to the Training Manager tool will be implemented before the end of March to flag and credit those who completed a leader-position training course prior to 2013 as trained. Additionally, a new course code (D101) will be available to select and post commissioner basic training taken prior to 2013.

### Support on Older Versions of Internet Explorer Ended February 1

As a reminder, older versions of Internet Explorer (IE) are no longer supported on My.Scouting Tools. The BSA can only support the most recent version of IE (v11). My.Scouting Tools is best experienced using the following supported browsers:





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- Google Chrome – click [here](#) to download
- Mozilla Firefox – click [here](#) to download
- Safari – click [here](#) to download

### Webinar

The next Commissioner Tools webinar training is scheduled for March 17, 2015 at 6:30 pm CT. Seats are still available. Click [here](#) to register.

### Support

As a reminder, please contact your council champion first for assistance with any Commissioner Tools program related questions. If you experience any **system**-related issues while in MyScouting Tools, please email the Member Care Contact Center at [myscouting@scouting.org](mailto:myscouting@scouting.org) and log an incident to ensure proper handling and tracking.

Thank you for your continued patience and support as we work to resolve the issues.

*The Commissioners Task Force*

